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Program Assistant

New Traditions provides a specialized outpatient substance use disorder treatment program for women and their children in the Southwest Seattle since 2008. Our mission is to reconnect women with themselves, their families and their community by providing gender specific treatment. New Traditions contracts with King County to provide comprehensive behavioral health services to low-income pregnant and parenting women in King County.

Values: New Traditions management and employees agree on the following value in every decision making point organizationally and clinically.

We believe that every person can change. We work to honor the unique hopes that each of our clients and their families bring in seeking recovery. As a team, we pursue service delivery with optimism and the knowledge that together, we can create opportunities for transformation.

We are committed to creating a safe and inclusive community at New Traditions. We strive to understand how social injustice and other forms of trauma influence the lives of our community members, and to compassionately and respectfully create an environment for healing. Our board of directors and staff are accountable to racial equity work, and to applying a social justice lens to all current and future services.

We believe that collaboration is at the heart of every meaningful change. We work to support and restore family relationships for those in recovery. We know that this work is challenging, but that families are worth saving and that together, we can make our community stronger through recovery.

We pledge to be trustworthy partners to those who access, implement, and invest in our work. We believe in measuring progress and holding ourselves accountable as individuals participating in recovery, staff working to guide clients and families, and the board governing New Tradition's excellence in services.

Position Summary: We are seeking a reliable person with passion to work with families in recovery to join our team as a Program Assistant. This position will be a good fit for a person with customer service experience in social services setting. This is a full-time (40 hours/week) non-exempt permanent position.

Duties and Responsibilities:

Client Care coordination: (50%)

Provide general customer support to clients and the public (phone calls, scheduling client appointments, distributing bus tickets, welcoming visitors)

- Engage and motivate potential clients via phone and face-to-face intervention
- Develop and maintain positive working relationships with public
- Entry level case management and intake processing
- Communication liaison between clinicians, clients, and service providers

Administrative/Program Support: (25%)

- Enter data into the Electronic Medical Record to create the initial client files
- Create, organize and maintain various aspects of the clinic
- Manage purchasing and inventory of supplies for clients, staff, and programming
- Assist Operations Manager with administrative tasks
- Receive and distribute daily fax/email correspondence
- Assist with general cleaning duties and preparation for group sessions
- Other duties as assigned

Urinalysis Program Coordination: (20%)



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- Inform new program participants of urinalysis program protocol
- Observe and document collection of urine samples

Childcare Support: (5%)

- Support childcare team as needed with coverage during staff absences by providing childcare services to newborns, toddlers, and school age children

MINIMUM REQUIREMENTS:

- At least two years of excellent customer service experience in a fast paced, client centered environment
- High level of knowledge and proficiency in Microsoft Office applications in data entry
- Motivated to take initiative in a self-directed manner
- Ability to effectively support, respect, and build rapport with mothers in recovery from substance use in a culturally sensitive manner
- Ability to navigate complex and individual needs of clients and clinicians in a fast-paced, dynamic environment
- Must be a patient and flexible, open-minded team player with a high level of emotional maturity
- Experience working with diverse populations along with a personal and professional commitment to racial equity and social justice
- Ability to pass background checks to serve Medicaid-eligible children and vulnerable adults
- No alcohol or drug misuse five years prior to employment and no misuse during employment.

DESIRED SKILLS/COMPETENCIES/EXPERIENCE:

- One year of experience in a healthcare or social service setting providing administrative support, entering sensitive client data in computer system, and serving customers from diverse socioeconomic and cultural backgrounds
- Experience working with Medicaid-eligible women and their family
- Ability to fluently communicate with public in Spanish
- Experience with providing culturally competent and trauma-informed care to public
- High level of knowledge and proficiency in both Mac operating system and Microsoft Office applications in data entry

Work Environment/Culture:

Healthy & supportive work environment that value the balance between work and life

Competitive salary & benefit package: 10 paid Holidays, generous PTO, medical/dental/vision plan, 401K with employer match, etc

Women of Color are strongly encouraged to apply!

To Apply: Please email cover letter & resume to be considered for the position. Please address your experience in providing culturally sensitive in cover letter.

Work Location: 9045 16th Ave SW, Seattle, WA 98106

Work Hours: 8:00am - 4:30pm (Monday - Friday)

Compensation: \$18/hour

Must be free from misuse of alcohol or drugs for the past five years

****New Traditions is a tobacco-free workplace****